

**From:** Bob Nystrom  
**To:** Microsoft ATR  
**Date:** 11/6/01 12:16am  
**Subject:** You guys just don't get it

From where we sit in the trenches, either you guys just simply don't get it, or the money Billy sent to George and the lunch with Cheney and Ballmer fixed this.

Everyone in the software community knows Microsoft is a monopoly. There simply is no question. They restrict choice because that is a convenient way to avoid innovation and maximize profits. After all, if you have only driven Yugo's, have only seen Yugo's, how would you know what a BMW is? Or a Ford, for that matter. Consumers could not compare Windows to anything else. The only comparisons allowed were Windows 2000 to 98 to 95 to 3.1. All Microsoft products- boy is that a coincidence! As a consumer, I could not buy a computer from Dell or Gateway, or IBM WITHOUT Windows. They could not by license agreement sell it to me. This is good for me?

Over the last three years, with such a bad job of defense, with so many glaring errors and mis-statements, how can you not get it? There is a finding that they are in fact a monopoly, but how does this lame decision address this? Gates and Company are eating your lunch like they have so many others. Your oversight commission won't have a prayer. Microsoft's internal divisions- Office, for example, will still get code changes way before anyone else. Competition is a joke. Microsoft has not gotten where they are because they produce excellent products. They are where they are because of restrictive licensing practices and insider access to code changes. Period. How can anyone compete when they release an OS update that breaks your product, and then takes you weeks of time to develop a patch, during which time they release their product which just happens to work? If you rely on word processors or spreadsheets, what do you do? Hello Word. Hello Excel. Goodbye Lotus 123. Goodbye Wordperfect. Goodbye Netscape.

There is a no more dangerous company in the world today than Microsoft. Steel and Ma Bell could not hold a candle to Microsoft. The amount of information that they control is staggering and growing exponentially, and those in the software business can see it clearly. You don't get it. And with the release of XP, even veteran watchers are shaking their heads by the unprecedented- even by Microsoft standards- landgrab. Passport? Smart Tags? Computer profiling? Give me a break. Ask Kodak how they feel right about now. Or the guys who developed Internet Explorer.

There is no greater divide and generation gap between Washington and the real world than computer literacy. You guys are living in the dim past. This was your last chance to stop Gates and Co. You are now on the radar screen, and Gate's WILL hand you your heads.

As for the economy, 30 more billionaires and hundreds or thousands of multi-millionaires will crank up the money supply faster than one multi-multi-billionaire.

You guys just make me sick. You are a disgrace to this country. Why don't you just put a "Justice For Sale" sign on the Whitehouse and get it over with.

Sincerely, Bob Nystrom